

**New Mexico Federal Executive Board
Presents**

Service Centered Leadership

When: June 1, 2010 8:30 am – 4:30 PM

Where: Bureau of Land Management, 435 Montano NE, ABQ. NM 87107

Cost: \$195.00 per person

[Please submit your registration by NLT 5/11/2010](#)

Inspired Leadership means to lead with the head, heart and hands; so that a person does not merely manage his/her people, but grows and inspires them, and creates more leaders. It requires that the leader assess him/herself: how is he/she showing up, what is his/her purpose and guiding principles, ethics and values? Is he/she engaging in “good work”: the act of bringing about more good in the lives of employees, clients, co-workers and communities? An inspired leader engages in *Servant Leadership*. During this highly interactive program participants assess themselves, the organization and their people-potential. They learn about key factors that differentiate leaders from managers. And they develop strategies and practices for growing themselves and developing their people. The program focuses on the points outlined in The Leadership Star™.



Specific focus is placed on becoming a servant leader and understanding tools, practices and strategies the prompt others to develop servant leader characteristics and assume leadership roles.

Servant Leadership

- a. Learn how to define and establish guiding principles and values
- b. Discern characteristics and traits of servant leaders
- c. Understanding the power of your presence
- d. Seeing your employees as your “customers”
- e. Engaging in quality customer service, from the inside, out
- f. Creating a culture of leadership based on norms, standards and expectations
- g. Engaging in positive politics instead of manipulation for personal gain
- h. Learn how to deal with private agendas
- i. Promote a culture of collegiality
- j. Learn how to promote and ensure power-sharing
- k. Learn central aspects of people-development
- l. Creating conditions for success
- m. Discuss performance assessment and feedback
- n. Learn what works and what doesn't related to praise and motivation
- o. Discover empowerment through direction, delegation, coaching & support
- p. Review models for peer-to-peer development
- q. Learn new problem-solving tools
- r. Learn how to handle pressure

Format, interactive & experiential utilizing large group activities, small group dialogues, and didactic lessons designed to guide the participants in their assessment of self and issues relevant to their ability to manage and create processes and practices that demonstrate an understanding of, and implementation of, leadership practices and paradigms.

Bob Schout is an inspirational speaker, facilitator, trainer, writer and coach who delivers his powerful message of organizational change and personal growth to audiences around the world. Bob is a forerunner in his field, acting as a catalyst for building skills, spirit and community in the workplace. Bob draws on the strengths of his background, passion and skills to help individuals and organizations enhance relationships, increase productivity and create a culture and climate for success. Bob has provided training and consultation services to government, corporate, and non-profit organizations throughout his career.

To register use the attached Graduate Registration form.

Questions call John Kwait at 505-248-6415